

**CITY of SANTA LUISA**  
State of California

—

# **AUXILIARY COMMUNICATIONS SERVICE**

**LOGO**

**The ACS is a trained resource to augment tactical, administrative and logistical communications in any emergency, declared or undeclared**

**CITY OF SANTA LUISA  
AUXILIARY COMMUNICATIONS SERVICE PLAN**

**INTRODUCTORY OVERVIEW**

The Auxiliary Communications Service (ACS) is an emergency communications unit for support of emergency tactical, administrative and logistical communications. It is on-going and is intended to be involved with this jurisdiction on a day-to-day basis for familiarization and training for eventual use in any situation that may benefit from its support. The ACS program is multi-functional:

- (a) It provides personnel skilled in a variety of communications modalities, such as computers, computer networks, microwave, radio, satellite, video and others for the area EOC and supporting agencies.
- (b) Resources of this service are an essential staff resource intended to augment agency and Public Safety communications.
- (c) Participants may be used at any time, from one person to any number as appropriate.
- (d) No declaration of an emergency is required.
- (e) Pursuant to direction of the ACS program coordinator, the ACS executive staff coordinates ACS-type communications mutual aid with the Operational Area.

ACS personnel are unpaid volunteers registered as Disaster Service Workers. They shall not be used to replace available paid-staff, nor to save paid-staff overtime, nor to eliminate or avoid a paid-staff position.

This ACS plan complies with the Standardized Emergency Management System (SEMS) and the California Emergency Plan. Like such plans, this ACS plan is an overview and not a detailed operations document.

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*(ADD OR DELETE AS APPROPRIATE)*

**DISTRIBUTION**

- 1 Office of the Mayor
- 1 Santa Luisa Police Department/
- 1 Chief, Santa Luisa City Fire Department
- 1 Department of General Services/Communications Dir.
- 1 Department of Public Works
- 1 Department of Water and Power
- 1 Department of Animal Regulations
- 1 Department of Airports
- 1 Department of Transportation
- 1 Each City ACS/RACES member
- 1 Santa Luisa City Unified School District
- 1 Salvation Army, Emergency Disaster Coordinator
- 1 American Red Cross, Santa Luisa Chapter Disaster Services
- 1 Each adjoining county RACES Officer
- ?? One each to the City Radio Officers of: \_\_\_\_\_
- ?? One each to Radio Stations\_\_\_\_\_
- 2 Operational Area (County) OES (or equivalent)
- 1 County (OA) ACS or RACES Officer

*(ADD OR DELETE AS APPROPRIATE)*

**CITY OF SANTA LUISA  
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**PURPOSE**

An Auxiliary Communications Service (ACS) is authorized and established by this jurisdiction. This plan provides for volunteer professional communications specialists, administrators and Amateur Radio operators for essential communications during events or periods of national, state or local emergency, declared or undeclared, and for all training and familiarization thereto requisite.

**1.0 HAZARDS or THREATS**

There are various hazards or threats, natural and technological, that government jurisdictions may encounter. While each jurisdiction may not experience all threats, its ACS unit needs to be trained for any hazard or threat, as the unit could be needed for mutual aid assistance to other jurisdictions that may experience the results of such threats as:

- A major disaster in other areas, such as a Tsunami from offshore earthquakes, can cause property damage and loss of life extending far beyond the directly-affected area and induce major or sudden population shifts that could present this or other operational areas with an emergency situation.
- Severe storms, tornadoes, flash floods and landslides; slower rising but devastating floods along major river basins and valleys,, clogged transportation routes
- Chemical and hazardous material spills and releases posing immediate or long-term health hazards.
- Dam or levee failure that can cause damage and loss of life by sudden surges of water and debris.
- Large scale transportation accidents: automobiles, buses, aircraft, trains and other means.
- Earthquakes damage and interruption in facilities, along with death and destruction.
- Fires threats to wooded areas and adjacent communities; resulting loss of ground cover of steeply sloped areas. Hot dry winds and low humidity conditions can push wildland blazes into urban areas.
- Within in the state geologists identify active volcanoes which could present emergency challenges to operational areas and communities that could otherwise be expected to avoid the consequences.
- Nuclear accidents, within or without the state, from fixed nuclear power plant sites, military installations, transportation systems or military aircraft crashes or terrorist activity.
- Unusual incidents that can arise out of terrorism, urban unrest or mass actions.
- War, armed aggression are threats. Military bases, key economic and industrial centers in California could be targets that can affect other areas as well.

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**2.0 JURISDICTION and AREA COVERED:**

The jurisdiction covered is the City of Santa Luisa, County of Santa Luisa, State of California.*(insert population and area in square miles if desired.)*

**3.0 AUTHORITY**

References include the following sources noted herein. California Code of Regulations, Title 19, Division 2, Chapter 2 Emergencies and Major Disasters and Chapter 5, Natural Disaster Act; State Emergency Plan, May 1998; California Emergency Services Act; the California Emergency Plan; Section 8607 California Government Code; DSW Rules and Regulations revised 12/15/98.

3.1 Authority for this Disaster Service Worker program derives from the Santa Luisa City Disaster Council. *(if necessary, change to County Disaster Council with DSW cards by the county)*. The Disaster Council has delegated responsibility for the development of emergency services, civil defense, and disaster activities to the Director of Emergency Services *(or appropriate title)*.

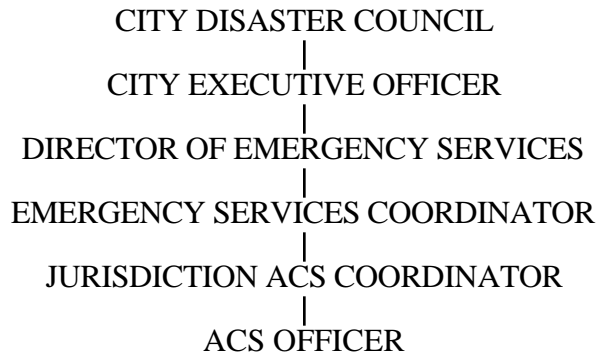
3.2 Development of this plan with the Disaster Service Worker program, selecting and appointing the ACS Officer, is the responsibility of the Emergency Services Coordinator *(or appropriate title)*.

3.3 This service is an authorized emergency response resource and authorized to provide or receive communications mutual aid to/from similar duly registered units with other jurisdictions.

**4.0 ORGANIZATION**    *(Change titles to correct local agency positions)*

4.1 The volunteer (unpaid) staff position responsible for the implementation and administration of this service is that of the ACS Officer appointed by the City of Santa Luisa. The ACS Officer is directly responsible to the city paid-staff coordinator position and serves at the pleasure of the holder of that position.

4.2 The City has an Accredited Disaster Council and its emergency services organization structure applicable to this program is:



4.3 Names, addresses, etc. of the coordinator, the ACS Officer and other key contacts are in a separate ACS Resource Directory which is provided to the OA ACS Officer and the State OES Region ACS officer as a potential mutual aid resource.

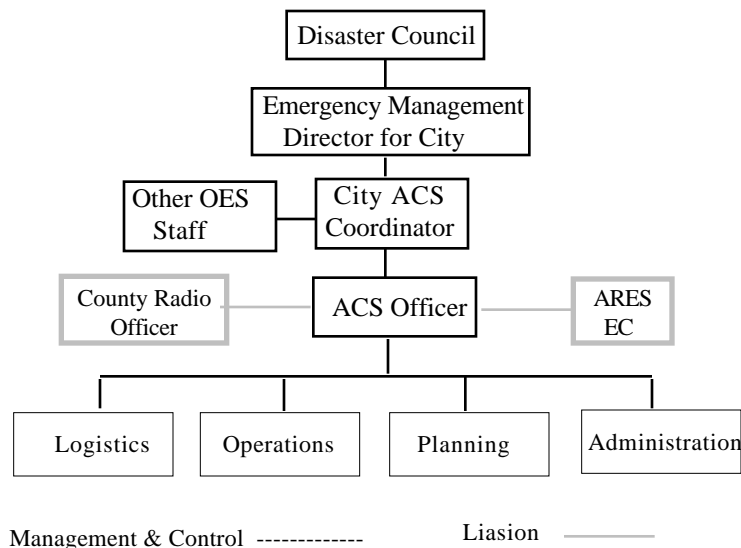
# CITY OF SANTA LUISA AUXILIARY COMMUNICATIONS SERVICE PLAN

## (Organization continued)

4.4 See separate Standard Operations Procedures manual for written procedures.

4.5 Unit *response* structure is in accord with the five functions of the Incident Command System: command, planning/intelligence, operations, logistics and finance/administration.

4.6 ACS Organizational response structure graphic:



## 5.0 PARTICIPANTS.

All applicants must complete the Loyalty Oath/Affirmation in accord with Section 3100 (et seq.) of the California Government Code. When accepted in the program - at the discretion of the program coordinator - each will be registered as a Disaster Service Worker, Communications class, for a limited term. There are two levels of participants.

5.1 Level I The regular volunteer staff of the unit. They have accepted a job responsibility and have agreed that the ACS is their primary emergency response activity. Due to the potentially sensitive nature of activities at this level, a records check with fingerprints is required. Any convictions or record of conduct considered adverse by management are grounds for rejection. On record check clearance and approval for participation, they are issued an identification card. They are expected to report to assignments as quickly as possible following assignment.

5.2 Level II Volunteers who choose not to serve as regular volunteer staff but may be available to work in some emergency; or those brought in and trained during an extended emergency. Records checks may not be required for this level, and no government ID will be issued other than a Disaster Service Worker card - as evidence of registration NOT identification.

5.3 References: DSW Rules and Regulations 12/15/98. Text of Regulations, Governor's Office of Emergency Services, California Emergency Council, California Code of Regulations; Title 19, Division 2, Chapter 2; Emergencies and Major Disasters; Subchapter 3, Disaster Service Worker Volunteer Program.

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## **6.0 RESOURCES.**

These resources are a facility that is available to all government services/agencies as required, but are not assigned exclusively to any one service. Specific needs for emergency communications [using any resources under this plan] by departments or agencies of the City of Santa Luisa shall be coordinated and approved by the person designated in 14.1

## **7.0 IDENTIFIERS – TACTICAL CALLS**

Tactical call signs (required for ACS operations under ICS) are published in Appendix 2.

## **8.0 REPEATER IDENTIFICATION**

Repeater location(s) for Amateur Radio frequencies, and other stations (and their tactical identifiers) is in a separate operations plan, a current copy of which is to be provided to the State OES Region ACS Officer for aid in coordination of mutual aid requests.

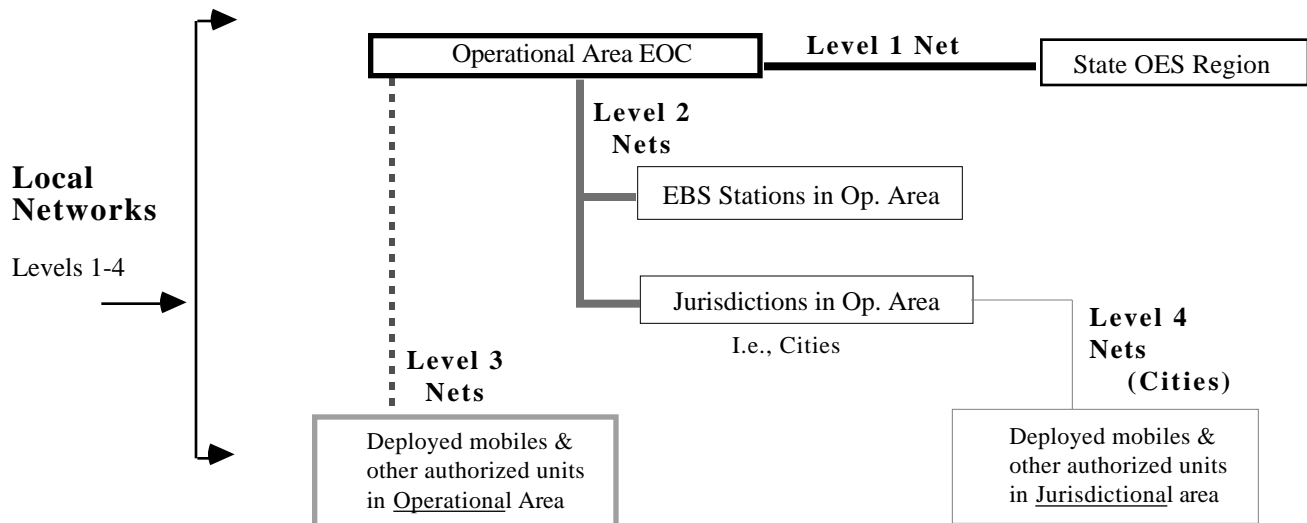
## **9.0 EQUIPMENT RESOURCES**

Equipment (computers, radios, antennas) provided by the City is listed in a separate Equipment Resource Directory.

## **10.0 FREQUENCY COORDINATION.**

Day-to-day activities use Public Service frequencies and call signs, not the Amateur Radio Service *frequencies*. Amateur frequencies may be used for any emergency; and for training and familiarization for emergency operations in mutual cooperation with other Amateur Radio Service Licensees if duly licensed operators are available for that use. Amateur frequency interference problems in the OA are resolved by the ACS Officer in coordination with the OA ACS or RACES Officer and the State OES Region ACS Officer.

**11.0 NETWORKS.** The ACS operates Level 2 and Level 4 emergency nets as follows:



Level 2 - direction & control communications between City and the OA EOC.

Level 4 - City to deployed mobiles and other units in the City.

For frequencies see separate Standard Operations Procedure manual.



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## **12.0 STRUCTURED RESPONSE SYSTEMS – SEMS, RIMS, ICS, MACS**

Emergency communications units to government in California encounter structured systems that were legislated to eliminate duplication of efforts and enhance response by standardization. Unit participants must train in, use and deliver emergency information flow in accord with these systems.

The State Emergency Plan (May 1998) defines the emergency management system used for all emergencies in California, and establishes policies, concepts and general protocols for the implementation of the Standardized Emergency Management System (SEMS) and the systems that support it.

### **12.1 SEMS (Section 8607 California Government Code.)**

SEMS consists of five organizational levels activated as necessary: field response, local government, operational area, region and state. These five levels, together with the private sector, are collectively referred to as the California Emergency Organization. SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, existing discipline specific mutual aid, the operational area concept, and multi-agency or inter-agency coordination.

State agencies must use SEMS. Local governments must use SEMS to be eligible for state funding of certain response-related personnel costs. (California Code of Regulations, Title 19, Division 2, Chapter 5, Natural Disaster Assistance Act, Sec. 2920, 2925, and 2930.)

When an Operational Area activates its EOC in response to an emergency to any of its Cities, Districts or the County, so must the State (via its Regions). An Emergency Operations Center (or Incident Command Post in the field) must have its staff organized by the 5 functions of the Incident Command System.

Other requirements and impacts include the incorporation of SEMS *into all plans, training and exercises and documentation of use* of SEMS in planning, training, exercises and actual emergencies *and use* of the Response Information Management System (RIMS)

### **12.2 RIMS (State Emergency Plan 5/98 Ed.)**

Pursuant to SEMS legislation California established communications support procedures and systems to provide information links for elements of the California Emergency Organization; specifically between the OA, the OES REOC, the State Operations Center (SOC), and other state agencies. This communications infrastructure includes the Response Information Management System (RIMS)

RIMS is a computer-based system that replicates databases on manual or preset intervals for rapid interchange of Event/Incident Reports, Situation Reports, Status Reports, Incident Damage Estimate Reports, Response Plans, Operational Objectives, Levees Incident Status Reports, After Action and other Reports. Categories within the above include Care & Shelter, Fire and Rescue, Medical and Health, Hazardous Materials, Law Enforcement, Movement, ACS, Summaries, Declarations, and others.

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### **12.3 INCIDENT COMMAND SYSTEM (ICS)**

The ICS provides a unified command structure, common terminology, consolidated action plans, modular organization, integrated communications, manageable span-of-control, predesigned incident facilities and comprehensive resource management.

The ICS organizes any emergency response effort into five basic functions: 1. command; 2. planning and intelligence; 3. operations; 4. logistics, and 5. finance/administration.

Logistics includes Communications and Information Systems as it must provide facilities, services, personnel, equipment and materials. CCR, Title 19, §2403 (c)(4)

### **12.4 MULTI-AGENCY or INTERAGENCY COORDINATION SYSTEM**

This system, known as MACS, meets the requirement for multi-agency or inter-agency coordination at all SEMS levels. It allows diverse organizations to work together and communicate with each other in a coordinated effort to facilitate decisions for overall emergency response activities and sharing of critical resources and incident prioritization.

*Multi-agency coordination* implies multiple agencies within a single area of jurisdiction, or a discipline (such as between all agencies within a city or a county such as departments.)

*Inter-agency coordination* implies between disciplines, between different jurisdictions or between different political levels, such as between local police department, county sheriff, and a state police agency liaison to the EOC.

### **13.0 COMMUNICATIONS MUTUAL AID**

Mutual aid is a voluntary provision of services and facilities by agencies, jurisdictions or organizations to assist each other when existing resources prove to be inadequate. Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Requests flow from field to the city, to the county or special district (organized under SEMS as part of an Operational Area), to the state OES REOC for coordination beyond the OA. Requests can also flow from the OA to one or more cities in that OA, for meeting the needs of that OA; or its obligation to an adjoining OA where there is a mutual aid agreement in place between OA's. See Appendix 4

13.2 The State Emergency Plan lists standardized discipline-specific statewide mutual aid systems, either coordinated from jurisdictional EOCs or by a departmental operations center (DOC). For Telecommunications there is not a similar system although it is covered by the California Master Mutual Aid Agreement. See graphic Appendix 5

13.3 ACS and RACES communications resources may be requested by, and supplied to, other jurisdictions in accord with established inter-governmental mutual aid procedures. This includes the use of the ICS, RIMS between the OA and the REOC, and existing agreements for mutual aid with adjoining jurisdictions. ACS Officers need to be aware that Operations and Logistics Officers in EOC assignments may rotate to those without knowledge of how to handle an ACS request.

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**14.0 MOBILIZATION - USAGE.** (Customize to local emergency agency titles)

The ACS is a resource to augment City Public Safety communications. Participants (from one to all) may be used for City Public Safety *emergency communications needs at any time*. No declaration of an emergency is required.

14.1 Authority to use this service and its personnel is derived from the City Disaster Council to the \_\_\_\_\_ (title of paid-staff program coordinator). See Section 4)

14.2 Requests for use of the ACS shall be directed to the position in 14.1

14.3 A Resource Directory shall be maintained by the ACS Officer for the agency staff.

**15.0 FCC RACES OPERATIONS** (Radio Amateur Civil Emergency Service)

Operations on FCC Amateur Radio *frequencies* is provided for in the FCC regulations in a condition or service known as RACES. The purpose is for the Amateur licensees to continue to operate on specific frequencies after declaration of a national emergency (when other Amateur operations can be ordered to cease.) The RACES can be a condition of operations, or an on-going communications program similar to but usually not as inclusive as an ACS program.

15.1 RACES is an authorized use of the ACS when so authorized by the program coordinator. This section of the plan (along with other appropriate sections) shall serve as the RACES Plan. When authorized, the ACS officer will declare a RACES condition and assign duly licensed operators to that activity for an appropriate portion of the ACS. When the RACES condition ends, the ACS Officer will terminate RACES operations by announcement, informing all those assigned RACES duties. Use of Amateur Radio *frequencies* is limited to training and emergency communications in cooperation with other Amateur licensees.

15.2 The ACS Program Coordinator may authorize unit Amateur Radio Service licensees to operate as the RACES on FCC Amateur *frequencies*. Besides the use of Amateur *frequencies*, participants may be trained to use City communications equipment on Public Safety frequencies as needed.

15.3 In the event of an emergency invoking the President's war emergency powers, RACES operations will be governed by paragraph 97.407(b) of the FCC Rules and Regulations, 47 CFR. Operations will be restricted to frequencies assigned and coordinated by the Governor's Office of Emergency Services.

15.4 When signed and filed with State OES, this plan will qualify Santa Luisa City for FEMA (Federal Emergency Management Agency) matching funds under the Federal Contributions Program. Two signed copies shall be filed with State OES, Sacramento, CA., attention ACS program coordinator.

**16.0 REVIEW.**

This plan shall be reviewed for completeness and accuracy not later than four (4) years after the latest approval date. Revisions and corrections shall be issued to those listed on the distribution page.

**CITY OF SANTA LUISA  
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**APPROVALS AND CONCURRENCES**

Include provisions for appropriate city official(s) adoption of the plan as an authorized city function.  
Samples are shown, modify as appropriate.

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Executive Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Fire Chief (or Police Chief) or OES Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
City ACS (or RACES) program coordinator

\_\_\_\_\_  
Date

\_\_\_\_\_  
ACS or RACES Officer, City of Santa Luisa

\_\_\_\_\_  
Date

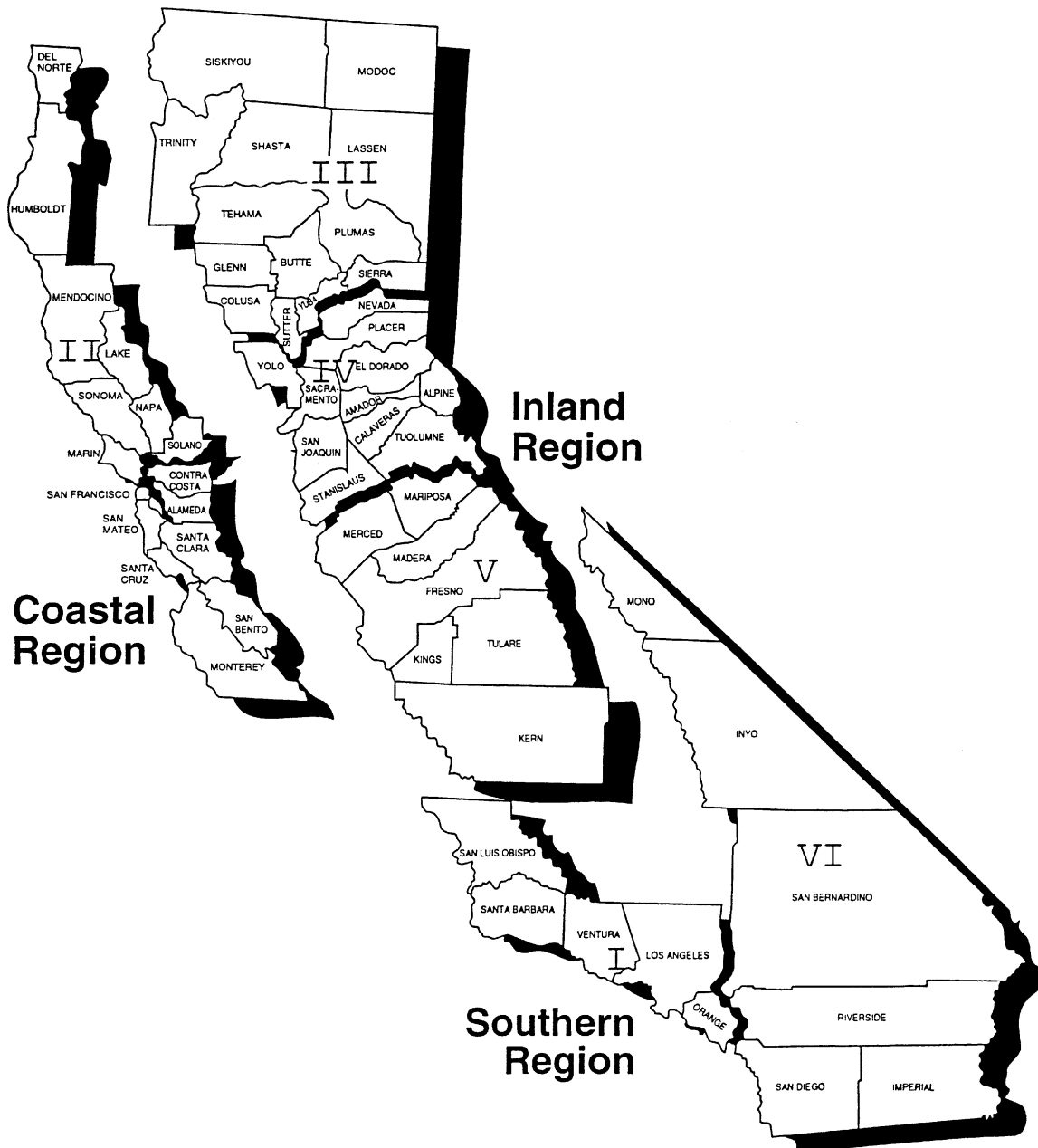
\_\_\_\_\_  
City Emergency Communications Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Operational Area (County) ACS or RACES Officer

Last three above are required along with one City official  
Other signatures can be included, but are not required; such as  
county ACS program coordinator or the State OES Region ACS Officer )

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State/County Map  
Appendix 1

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City Map  
Appendix 2

**CITY OF SANTA LUISA  
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**STATION IDENTIFICATION & LOCATIONS**

**1. EMERGENCY OPERATIONS CENTERS AND TACTICAL CALLSIGNS**

CITY OF SANTA LUISA ( EOC)  
"LA EOC"

CITY HALL EAST  
200 N. MAIN St.  
SANTA LUISA

CITY OF SANTA LUISA (Mobile EOC)

Various locations

CITY OF SANTA LUISA, Fire Station 108  
(Alt. Fire Dispatch)  
"Coldwater"

Coldwater Canyon and Mulholland Dr.

**2. STATE OES Support Stations:**

OES Southern Region  
"Los Alamitos"

Los Alamitos

Tactical call signs shall be utilized at all times. In addition, FCC regulations require the Radio Amateur to identify by call sign in three specific instances:

- (1) At the END of a contact (a series of transmissions) and/or
- (2) At 10 minute intervals.
- (3) At the END of an unanswered call.

The EOC identity remains constant, the operator or station Radio Amateur call ID may alter with a change in operators. This ICS procedure provides operations clarity and continuity in times of stress and disorientation typical of emergency operations.

Tactical Calls and Station Locations  
APPENDIX 3

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Mutual Aid Flow  
Appendix 4

Insert graphic from State Emergency Plan, Page 38



**CITY OF SANTA LUISA  
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Mutual Aid - Discipline Specific  
Appendix 5

Insert graphic from State Emergency Plan, page 37